

Senior Services Department

City of Newton Performance Management Scorecard
October 2012

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

| | | Monthly | | | | Yearly | | |
|--|--|---------|--------|--------|--------|--------|------|-------|
| Metric | Yearly Goal | Avg. | Target | Actual | Result | LYTD | YTD | Trend |
| 1. Provide social work and advocacy services to seniors and their families to help them access resources | | | | | | | | |
| Number of seniors receiving case management | Maintain or increase the number of seniors receiving case management/social work services | 62 | 62 | 84 | | 347 | 340 | |
| % of requestors who receive assistance | Maintain the % of people receiving assistance. | 100 | 100 | 100 | | | 100 | |
| % of aid received within 30 days of request | Maintain the % of seniors receiving the service requested within 30 days of initial contact. | 100 | 100 | 100 | | | 100 | |
| 2. Provide quality transportation services for seniors to important locations | | | | | | | | |
| Number of unique riders | Maintain or increase the number of riders accessing transportation services | 230 | 230 | 226 | | 889 | 907 | |
| Total rides provided | Maintain or increase the number of rides provided. | 1684 | 1684 | 1389 | | 6097 | 5907 | |
| 3. Provide programs and services at the Newton Senior Center that improve participants' quality of life, health, and happiness. | | | | | | | | |
| Number of programs offered | Maintain or increase the number of programs offered | 49 | 49 | 51 | | 201 | 211 | |
| Number unique program participants | Maintain or increase the number of program participants | 509 | 509 | 429 | | 2178 | 1664 | |
| Total program participants | Maintain or increase program participation | 1466 | 1466 | 1389 | | 4777 | 5519 | |

Notes